

Terms & Conditions

Applicable to UTICA Solar, UTICA SG, Solargaga and authorised UTICAsia Energy channels

Effective date	2 October 2026
Company	UTICAsia Energy Pte. Ltd. (UEN 202037923G)

These Terms & Conditions govern purchases and applicable services supplied by UTICAsia Energy Pte. Ltd.

1. Company Information

Company: UTICAsia Energy Pte. Ltd.

UEN: 202037923G

Registered Address: 101 Kitchener Road, #01-22, Singapore 208511

Email: info@utica.sg

Telephone: +65 6296 7787

Websites: utica.sg, uticasolar.com and solargaga.com

2. Products and Services

UTICAsia Energy supplies renewable energy products and related services. Depending on the sales channel and accepted project scope, these may include:

Product specifications, photographs, dimensions, colours and other online information are provided for general reference. Minor variations may occur between displayed information and the product supplied, subject to the agreed order or project documents.

- Solar photovoltaic (PV) panels
- PV inverters
- Battery energy storage systems
- Solar accessories and mounting systems
- Electrical equipment and protection devices
- Cables, connectors and related components
- Energy-management and monitoring equipment
- Replacement parts and accessories
- Solar PV system design and engineering services
- Installation, testing and commissioning services in Singapore where expressly agreed
- Maintenance, repair and technical support services
- Roofing, waterproofing and related specialist works where expressly agreed

3. Product Availability

All products are subject to availability. A product being displayed on a website does not guarantee immediate availability for delivery.

Where an ordered product becomes unavailable after an order has been placed, UTICAsia Energy may offer a reasonable alternative product, provide an estimated future delivery date, or cancel the affected portion of the order and refund the applicable amount paid.

4. Prices

Prices displayed online are in Singapore Dollars (SGD) unless otherwise stated. Public prices will include GST where required by applicable Singapore price-display rules.

Unless expressly stated otherwise, a product price does not include delivery charges, installation charges, site survey charges, electrical works, permit or authority fees, testing and commissioning, additional materials, crane or lifting costs, special-access charges, scaffolding, roofing works or other services not expressly included.

Any additional charge will be communicated before the relevant work is carried out or committed.

5. Orders

An order submitted through an online store constitutes an offer by the customer to purchase the selected products. An order is accepted only when UTICAsia Energy confirms acceptance.

UTICAsia Energy may decline or cancel an order where the product is unavailable, there is an obvious pricing or product-description error, payment cannot be verified, customer information is incomplete or incorrect, the transaction appears fraudulent or unauthorised, or delivery or an expressly requested Singapore installation cannot reasonably be completed.

If UTICAsia Energy cancels an order after payment has been received, the amount paid for the cancelled order will be refunded.

6. Pricing Errors

UTICAsia Energy takes reasonable steps to ensure that product prices and information displayed online are accurate. If an obvious pricing error occurs, UTICAsia Energy may contact the customer before processing the order.

The customer may proceed at the corrected price or cancel the affected order and receive a refund.

7. Payment

Payment may be made using the methods offered through the relevant sales channel. Orders may not be processed until payment has been successfully received or otherwise authorised.

For customised, project-based or special-order products and services, UTICAsia Energy may require a deposit, staged payments or full payment in accordance with the accepted quotation, proposal or project agreement.

8. Delivery

Delivery dates are estimates unless a specific date has been expressly confirmed in writing. Delivery may be affected by product availability, supplier lead times, shipping, customs clearance, weather, site accessibility, public holidays, transport restrictions or circumstances beyond reasonable control.

The customer is responsible for providing an accurate delivery address and reasonable access. Additional delivery charges may apply for multiple attempts, restricted access, changed delivery locations, special lifting equipment or special delivery arrangements.

9. Inspection Upon Delivery

Customers are encouraged to inspect products promptly upon delivery. Visible damage, shortages or incorrect products should be reported as soon as reasonably practicable, preferably within 48 hours, together with photographs and the relevant order or invoice number.

Failure to report visible damage within this period does not automatically remove statutory rights or rights arising from a valid product defect.

10. Returns and Exchanges

A customer may request return of an unused standard-stock product within 7 days from delivery, subject to approval by UTICAsia Energy and applicable law.

The customer is responsible for applicable return transportation costs unless the return is due to an error by UTICAsia Energy. A reasonable restocking or administrative charge may apply where disclosed and legally permissible.

Unless required by law or otherwise agreed, customised products, special-order products, products procured specifically for a customer, installed or commissioned equipment, used or energised electrical equipment, cut-to-length materials, custom-built systems, customer-damaged products and products supplied as part of a completed installation may not be eligible for change-of-mind returns.

This section does not exclude statutory rights relating to defective or non-conforming goods.

- The product must be unused
- The product must be in its original packaging
- The product must be complete with accessories, manuals and components
- The product must not have been installed, connected, energised or commissioned
- The product must not have been damaged, modified or altered

11. Refunds

Where a refund is approved, UTICAsia Energy will generally refund the eligible amount through the original payment method where reasonably practicable. Processing time may depend on the payment provider or financial institution.

Delivery charges, installation charges, site-survey charges and other services already performed may not be refundable unless required by law or the applicable service has not been provided.

12. Defective or Non-Conforming Products

If a product is defective, faulty or does not conform to the applicable sales contract, the customer should contact UTICAsia Energy promptly.

Depending on the circumstances, UTICAsia Energy may arrange inspection, troubleshooting, repair, replacement, coordination with the manufacturer, refund, price adjustment or another appropriate remedy.

The appropriate remedy depends on the nature of the issue, applicable warranty terms, accepted project documents and Singapore law. Nothing in these Terms excludes rights that cannot lawfully be excluded.

13. Manufacturer's Warranty

Where a product is covered by a manufacturer warranty, the manufacturer warranty period and terms apply. Warranty periods vary by manufacturer, product model and, in some cases, project size or installation status.

Manufacturer warranties may cover PV modules, inverters, batteries, mounting equipment, monitoring equipment, electrical components and other accessories.

Where permitted by the manufacturer terms, UTICAsia Energy will pass through the benefit of the applicable manufacturer warranty and may reasonably assist customers with eligible manufacturer warranty claims. The manufacturer remains responsible for deciding manufacturer-backed warranty coverage.

14. Warranty Coverage and Exclusions

Detailed product, installation, maintenance, roofing and service warranty coverage is governed by the UTICAsia Energy Product, Project & Service Warranty Policy, applicable manufacturer warranty, accepted quotation or proposal, project agreement, warranty certificate and other project-specific documents.

Unless otherwise stated in an applicable warranty, coverage may not apply to damage or failure caused by misuse, negligence, unauthorised modification, third-party repair or installation, improper electrical connection, operation outside manufacturer specifications, improper maintenance, pest damage, lightning, surge, fire, flood, natural disaster, normal wear and tear or other expressly excluded causes.

An exclusion relating to incorrect installation does not apply to the extent a covered failure is caused by defective workmanship performed by UTICAsia Energy under an applicable UTICAsia Energy workmanship warranty.

15. Solar PV System Performance

Solar PV generation depends on solar irradiation, weather, shading, roof orientation and inclination, temperature, system design, equipment efficiency, soiling, grid conditions, system availability and maintenance.

Unless expressly stated in a written performance guarantee, UTICAsia Energy does not guarantee a specific annual energy yield, electricity saving, payback period or financial return. Estimates shown in proposals, quotations, calculators or online materials are not guaranteed output.

16. Installation, Maintenance and Electrical Works

Installation and related site services are not automatically included in direct product purchases. UTICAsia Energy provides installation services only for Singapore projects that have been assessed and expressly accepted in writing.

Where installation, maintenance, repair, testing, commissioning, roofing, waterproofing or electrical works are purchased, the services will be carried out according to the agreed scope of work.

Additional charges may apply where site conditions materially differ from information provided before quotation, including difficult roof access, structural reinforcement, additional cable routing, electrical protection, distribution-board works, concealed wiring, waterproofing, scaffolding, lifting equipment, additional manpower or rectification of existing defects.

Electrical works requiring a Licensed Electrical Worker (LEW) are subject to applicable Singapore requirements.

17. Customer Responsibilities

The customer is responsible for providing accurate information about the installation or delivery address, electrical supply, existing PV equipment, roof and building conditions, access arrangements, existing electrical installation, delivery details and known site restrictions.

The customer must not modify, dismantle, reconnect or interfere with electrical equipment supplied or installed by UTICAsia Energy unless authorised and appropriately qualified to do so.

18. Cancellation

A customer may request cancellation before order processing, procurement, customisation or installation has commenced. Cancellation requests should be submitted in writing.

For standard products not yet dispatched, UTICAsia Energy may approve cancellation subject to applicable administrative or payment-processing charges. For customised, special-order or procured products, cancellation may not be possible once procurement or production has commenced.

Where cancellation is approved, non-refundable third-party costs already incurred may be deducted where legally permissible and appropriately disclosed.

19. Installation or Project Cancellation

For installation or project orders, cancellation after procurement, site preparation or work has commenced may result in charges for materials already purchased, work already performed, transportation, labour, equipment rental, permits, professional services and other reasonable costs already incurred.

The applicable cancellation amount depends on the project stage and accepted quotation or proposal.

20. Force Majeure

UTICAsia Energy will not be responsible for delays or failure to perform caused by circumstances beyond reasonable control, including natural disasters, severe weather, fire, flood, epidemic or pandemic, war, civil disturbance, government restrictions, supply-chain disruption, port or shipping delays, power or telecommunications failures, strikes, manufacturer delays or other comparable events.

UTICAsia Energy will make reasonable efforts to notify affected customers and resume performance as soon as reasonably practicable.

21. Limitation of Liability

To the extent permitted by Singapore law, UTICAsia Energy will not be liable for indirect, incidental, special or consequential losses arising from the purchase or use of products or services.

Nothing in these Terms excludes or limits liability that cannot legally be excluded or limited.

22. Intellectual Property

Website content, including logos, product descriptions, photographs, graphics, text, designs, software and other materials, is owned by or licensed to UTICAsia Energy or the relevant rights holder and may not be reproduced or used without permission.

23. Privacy and Personal Data

UTICAsia Energy may collect and use customer information necessary to process orders and payments, arrange delivery or installation, provide warranty and technical support, prepare quotations, handle enquiries and comply with legal and regulatory requirements.

Personal data will be handled in accordance with the applicable Privacy Policy and Singapore personal-data protection requirements.

24. Electronic Communications

By placing an order, accepting a quotation or submitting an enquiry, customers consent to receiving communications reasonably necessary to process the transaction, including order confirmations, payment confirmations, delivery notifications, installation arrangements, warranty communications and service-related communications.

Marketing communications will be handled in accordance with applicable requirements.

25. Reviews and Customer Content

Where customers submit reviews, photographs or other content, the customer confirms that the content is their own or that they have the necessary rights to submit it.

UTICAsia Energy may use such content for legitimate business and marketing purposes, subject to applicable privacy and consent requirements.

26. Third-Party Products and Links

Websites may contain information or links relating to third-party manufacturers, suppliers or service providers. UTICAsia Energy is not responsible for the content, availability or operation of third-party websites.

Manufacturer warranties remain subject to the applicable manufacturer terms.

27. Changes to Products and Terms

UTICAsia Energy may update product specifications, availability, prices and these Terms from time to time. The Terms applicable to an order will generally be those in effect when the order is accepted, unless otherwise required by law or agreed in writing.

28. Governing Law

These Terms are governed by the laws of the Republic of Singapore. Any dispute arising from or relating to these Terms or a transaction with UTICAsia Energy will be subject to the applicable jurisdiction of the Singapore courts, subject to mandatory rights or dispute-resolution mechanisms available under Singapore law.

29. Consumer Rights

Nothing in these Terms is intended to remove, restrict or exclude rights or remedies available under applicable Singapore law. Where applicable, the Consumer Protection (Fair Trading) Act, Lemon Law provisions and other applicable consumer-protection legislation continue to apply.

30. AI and Automated Tools

Solargaga may provide artificial intelligence and other automated tools for product discovery, catalogue search, comparison, preliminary solar system matching, calculations, recommendations, generated explanations and related decision support.

AI and automated outputs are informational and preliminary. They may be incomplete, inaccurate, outdated or unsuitable for a particular site or customer. They do not replace manufacturer documentation, a site survey, engineering or electrical review, a formal quotation, an accepted project scope or professional advice where such advice is required.

A recommendation, system match, calculation, estimated price, estimated generation, estimated saving, payback indication or other AI-generated output does not guarantee product compatibility, stock, final price, performance, financial return, installation suitability, regulatory approval or project acceptance. The confirmed order, accepted quotation or proposal, manufacturer documentation and project-specific documents will control where they differ from an AI-generated output.

Direct online purchases through Solargaga do not automatically include installation. Installation and related site services are available only for Singapore projects that UTICAsia Energy has assessed and expressly accepted in writing.

Users must not rely on Solargaga AI or automated tools as instructions for electrical, installation, repair or other safety-critical work. Work requiring a qualified person or Licensed Electrical Worker must be handled in accordance with applicable Singapore requirements.

Use of Solargaga AI and automated tools is also subject to the separate AI and Automated Tools Terms of Use published at </terms/ai>, which form part of these Terms for users of those features.

31. Contact Us

For enquiries relating to orders, returns, warranties, deliveries, installation or project services, contact:

UTICAsia Energy Pte. Ltd.
101 Kitchener Road, #01-22, Singapore 208511
Email: info@utica.sg
Telephone: +65 6296 7787

Please provide your order number, invoice number, quotation number or project reference when contacting us regarding an existing purchase or project.

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